



The State of New Hampshire
DEPARTMENT OF ENVIRONMENTAL SERVICES



Robert R. Scott, Commissioner

WATER CONSERVATION PLAN AND WAIVER APPROVAL

February 28, 2018

Richard Raisanen
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Transmitted via Email

**Subject: Hollis – Silver Lake Estates
Water Conservation Plan, NHDES # 170188**

Dear Mr. Raisanen:

On February 27, 2018, the New Hampshire Department of Environmental Services (“DES”) Drinking Water and Groundwater Bureau received a Water Conservation Plan (the “WCP”), signed on February 19, 2018, for Silver Lake Estates located in Hollis, New Hampshire. Pursuant to RSA 485:61 and Env-Wq 2101, community water systems seeking permits from DES for new sources of groundwater shall submit a water conservation plan to DES. Based on review of the WCP, DES has determined the WCP complies with Env-Wq 2101, *Water Conservation* rules.

Pursuant to Env-Wq 2101, the Town of Hollis and the Nashua Regional Planning Commission were provided a copy of the WCP, along with other required materials.

On August 22, 2017, DES received three waiver requests, signed on August 22, 2017, in accordance with Env-Wq 2101.23, as follows:

1. A waiver to Env-Wq 2101.06(a)(1) and Env-Wq 2101.06(c) *Requirement to Install and Read Service Meters* has been requested.
2. A waiver to Env-Wq 2101.08 *Water Balance* and Env-Wq 2101.09 *Development and Implementation of Response Plans* has been requested.
3. A waiver to Env-Wq 2101.11 *Rate Structure and Billing Practices to Promote Water Conservation* has been requested.

The waivers have been requested because the system ownership is proposed to be transferred to a homeowners association (HOA). It is anticipated that the HOA will not have the administrative means to install, maintain, and read service meters; bill based on water usage; and determine the water balance. To meet the intention of the rules, the system proposed to conduct biannual night flow analyses to reduce water losses and to perform outreach to promote resident water conservation.

DES approves the WCP and the waiver requests based on the following conditions:

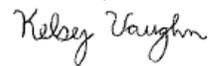
1. No later than source activation, all source meters, distribution meters, meters measuring water consuming processes, and any transfer meters and data loggers shall be installed.
2. Upon source activation, source meters and any other meters measuring water consuming processes prior to distribution shall be read monthly, no sooner than 27 days and no later than 33 days from the last meter reading.
3. All meters shall be installed per the manufacturer's instructions or American Water Works Association standards.
4. Upon source activation, all meters shall be tested and maintained based on the schedule proposed in the WCP.
5. Upon source activation, a leak detection and repair program shall be implemented in accordance with the WCP, including twice-yearly night flow analyses.
6. Leaks shall be repaired within 60 days of discovery.
7. From the date of this approval, all new non-metallic pipes installed in the system shall be outfitted with detectable tracer tape or detectable tracer wire, or be GPS located and maintained in a GIS system.
8. Upon source activation, a water conservation outreach and education program shall be implemented in accordance with the WCP, including the distribution of water efficiency outreach materials twice a year.
9. All water used for irrigation will be regulated with smart controllers with rain and weather sensors. The smart controllers will be regulated by the landscaper for the HOA and will be locked to limit access. The system's operator will monitor system water usage increases due to lawn irrigation to assure that the system usage does not exceed the well's permitted production volume.
10. Upon source activation, monthly source production volumes shall be reported to the DES Water Use Registration and Reporting Program on a quarterly basis. Upon source activation, DES will assign the system a Water Use Identification number and provide instructions for registering as a data provider and utilizing the DES OneStop reporting tool.
11. Every three years from the date of this approval, a *Water Conservation Plan Ongoing Compliance Reporting Form* shall be submitted to DES documenting how the system has maintained compliance with the WCP. The following records shall be maintained by the water system to include with the report:
 - a. A leak log including the date a leak was discovered, the date a leak was repaired, the type of leak (ex. water main, service line, hydrant, valve), the approximate size of the leak (gpm), and the nearest address to the leak.
 - b. The title of water efficiency materials distributed and the date of distribution.

- c. Date of installation and replacement of all meters as well as testing and calibration records.
 - d. Data from biannual night flow analyses and a brief summary of the analyses.
12. Proposed changes to the WCP shall not be implemented unless approved by DES.

The *Water Conservation Plan Ongoing Compliance Reporting Form* may be located by going to the DES website (www.des.nh.gov), clicking on the “A-Z List” in the top right corner of the page, clicking “Water Conservation,” and scrolling down to “Forms/Applications.”

Please feel free to contact me with any questions at (603) 271-0659 or via e-mail at kelsey.vaughn@des.nh.gov.

Sincerely,



Kelsey Vaughn
Water Conservation Program
Drinking Water and Groundwater Bureau

cc: Neil Helberg, Lewis Engineering, PLLC
Town of Hollis
Nashua Regional Planning Commission
Andrew Koff, DES
Stacey Herbold, DES

**WATER CONSERVATION PLAN
SILVER LAKE ESTATES
JANUARY 2018**

A community water system seeking authorization for a new source of water must submit a water conservation plan to the New Hampshire Department of Environmental Services (NHDES) for approval demonstrating how the water system proposes to comply with water conservation standards pursuant to Env-Wq 2101, *Water Conservation* rules. Silver Lake Estates is a new small community water system.

Activities outlined in the water conservation plan will be completed by water system personnel under the supervision of a certified water system operator.

Note: A waiver is being requested to the requirements to install service meters, bill based on usage, and conduct a yearly water balance.

I. Introduction

A. Contact Information

1. Name and location of system:

Silver Lake Estates – Hollis, NH

The water system is located southeast of the intersection of Silver Lake Road and Witches Spring Road.

2. Owner of system and mailing address:

Raisanen Homes Elite, PLLC

Richard Raisanen

PO Box 748, Nashua, NH 03062

603-321-5549

3. Name and mailing address of designer of water conservation plan:

Neil W. Helberg, P.E.

Lewis Engineering, PLLC

44 Stark Lane, Litchfield, NH 03052

603-886-4985

B. System Overview

1. Brief description of the community being served (ex. number of units, apartments, partially attached condos, individual homes, shared common facilities, population, etc.):

The proposed senior housing development will have 52 2-bedroom homes and a clubhouse.

2. Description of water sources, including water sources to be developed for non-potable uses such as irrigation:

The water system will be fed by one bedrock well to be located 215 feet northeast of the clubhouse. The well will have a 175-foot radius and will be tested at 20 gpm. The proposed

water system will provide domestic water and lawn irrigation. The operator will monitor system water usage increases due to lawn irrigation to assure that the system usage does not exceed the well's PPV.

3. Name designation of each proposed water source:

Bedrock Well No. 1

4. Number of connections proposed for each of the following classes:

- a) Residential: 53
- b) Industrial/Commercial/Institutional: 0
- c) Municipal: 0

5. The water system does not plan to provide water to any consecutive water systems or privately-owned redistribution systems.

6. There are no proposed connections that will receive more than 20,000 gpd.

C. Transfer of Ownership

1. The ownership of the water system is proposed to be transferred to a homeowner's association upon completion of the water system.

II. System Side Management

A. Water Meters

1. Source and Other System Side Meters

- a) No later than the source activation date, meters will be installed on each water source.
- b) No later than the source activation date, a distribution meter will be installed to measure flow at the point of entry into the water system.
- c) No separate irrigation wells are proposed.
- d) Meter make, model, size and flow range of proposed meters for each new water source and other system side meters (if known):
The source meter will be a 1 inch Neptune T-10 positive displacement water meter.
The 1-inch Neptune T-10 meter has a flow range of 1 to 50 gpm.

The distribution meter will be a 2-inch Badger M2000 Mag Meter with transmitter. The pump house control panel for the water system controls the operation of the booster pumps based on a 4-20mA signal from the Badger mag meter's transmitter.
- e) No later than the source activation date, source meters and other system side meters will be read every 30 days.

2. Meter Selection, Installation and Maintenance

- a) All meters will be American Water Works Association (AWWA) certified, with the exception of b), below.
- b) AWWA does not have standards for magnetic flow meters. If a magnetic flow meter is proposed, the meter make, model, size and manufacturer specifications will be forwarded to the NHDES Water Conservation program for review. The meter will not be installed until receiving approval for its use from NHDES.
- c) The selected size of the meters will be based on projected flow rates.
- d) Meters will be installed as specified by the manufacturer, including requirements for horizontal or vertical placement, distance of straight run of pipe upstream and downstream of the meter and strainer installation. If the manufacturer does not supply installation specifics, meters will be installed in accordance with the "Manual of Water Supply Practices M6, Water Meters-Selection, Installation, Testing, and Maintenance" (AWWA, 2012).
- e) The following meter testing and calibration schedule or meter change-out schedule will be implemented. If the manufacturer's accuracy warranty extends beyond the schedule below, the meter will be tested or changed-out no later than the warranty expiration date.

Meter Size (inches)	Testing Rate (years)
<1"	10 yrs
1" - 2"	4 yrs
3"	2 yrs
>3"	1 yr

- f) A log of the date meters were installed, tested, calibrated, repaired and replaced will be maintained. Calibration certificates will be kept on file.

B. Leak Detection and Repair

- 1. A leak detection program will be implemented upon source activation. The leak detection program will utilize a night flow analysis as follows:
 - a) The system will conduct a night flow analysis at least twice a year. Night flow analysis will be implemented no later than the source activation date.
 - b) A distribution meter capable of reading low flows will be installed on the distribution line. The make, model, and size of the proposed distribution meter is a 2-inch Badger M2000 Mag Meter.

c) See Appendix B for the night flow methodology.

2. All non-metal pipes will either be GPS located and stored in a GIS system or equipped with detectable tracer tape or detectable tracer wire.
3. Leak detection will be conducted in accordance with the “Manual of Water Supply Practices M36, Water Audits and Loss Control Programs” (AWWA, 2016).
4. Leaks will be repaired within 60 days of discovery unless a waiver is obtained in accordance with Env-Wq 2101.23.
5. A log of all leaks will be maintained, including the date the leak was discovered, the date the leak was repaired, the type of leak (ex. service, main, hydrant, valve), the size of the leak (gpm) and the closest street address.

C. Pressure Management

1. The design pressures of the system are from 60 psi to 70 psi.

III. Consumption Side Management

A. Irrigation Water Management

1. All water used for irrigation will be regulated with smart controllers with rain and weather sensors. The smart controllers will be regulated by the landscaper for the Association and will be locked to limit access.

B. Educational Outreach Initiative

1. No later than the source activation date, the system will distribute water efficiency outreach materials twice a year with the Consumer Confidence Report and the Association Newsletter. The materials distributed will be either NHDES Water Efficiency Fact Sheets located at <http://des.nh.gov/organization/commissioner/pip/factsheets/dwgb/index.htm#efficiency> or EPA WaterSense materials located at <http://www.epa.gov/watersense/>.
2. The system will maintain a log indicating how the system has complied with III. A.1., above. The log will include dates the outreach and education actions were taken and what was done.

IV. Reporting and Implementation

- A. The water system will submit a form supplied by NHDES once every three years from the date of the water conservation plan approval documenting how compliance with the requirements of Env-Wq 2101, *Water Conservation* rules, is being achieved. The system will use the meter, leak, and outreach and education logs to complete the form.
- B. The data collected with each night flow analysis from the previous three years, as well as a statement as to whether a leak was suspected or not, will be submitted with the report form in IV.A., above.

C. The water system will report monthly production volumes quarterly to the NHDES Water Use Registration and Reporting Program upon receiving a Water Use ID number. Monthly means once every calendar month, but no sooner than 27 days after and no later than 33 days after the previous reading.

I certify that I have read this Water Conservation Plan, understand the responsibilities of the water system as referenced in the plan, and that all information provided is complete, accurate, and not misleading.

Owner Name (print): Richard Raisanen Manager

Owner Signature: [Signature] Date: 2/12/18

Appendix A Definitions

Authorized metered consumption: billed metered water plus unbilled metered water.

Community water system (CWS): a public water system which serves at least 15 service connections used by year-round residents or regularly serves at least 25 year-round residents.

Consecutive water system: a public water system that buys or otherwise receives some or all of its finished water from one or more wholesale systems for at least 60 days per year.

Final source approval: the date of final well siting approval or the date of issuance of the large groundwater withdrawal permit.

Large community water system: a community water system that serves more than 1,000 persons.

Privately owned redistribution system (PORS): A system for the provision of piped water for human consumption which does not meet the definition of a public water system and meets all of the following criteria:

- (1) Obtains all of its water from, but is not owned or operated by, a public water system;
- (2) serves a population of at least 25 people, 10 household units or 15 service connections, whichever is fewest, for at least 60 days per year; and
- (3) has exterior pumping facilities, not including facilities used to reduce pressure, or exterior storage facilities which are not part of building plumbing.

Public water system (PWS): a system for the provision to the public of piped water for human consumption, if such system has at least 15 service connections or regularly serves an average of at least 25 individuals daily at least 60 days out of the year.

Small community water system: a community water system that serves 1,000 people or less.

Source activation date: the date the source is placed into use.

System input volume: the volume of water input to the water supply system after treatment, analysis and storage.

Water balance: the difference between the system input volume and authorized metered consumption.

Water conservation: any beneficial reduction in water losses, waste or use.

Wholesale system: a public water system or an industrial, commercial or institutional (ICI) water user that treats source water and then sells or otherwise delivers finished water to a consecutive water system or privately owned distribution system.

Appendix B
Leak Detection: Night Flow Methodology

1. Distribution Meter

- a. A 2 inch Badger M2000 Mag Meter capable of measuring low flows will be installed on the distribution line and located after treatment, any other water consuming processes and storage. The meter make, model and size will be forwarded to NHDES prior to purchase/installation for review and approval.

2. Determining Baseline Flow

- a. When the system is approved for operation and pressure tested to ensure for no leaks, the night flow analysis will be conducted as described in Section 3, below. The baseline flow will be the lowest flow recorded.
- b. The results of the analysis and the proposed baseline flow will be submitted to NHDES for review.

3. Night Flow Analysis

- a. Night flow analysis will be conducted at least twice a year and no sooner or later than 6 months apart.
- b. Water usage will be recorded every minute for one hour between 1 am and 3 am using a distribution meter. Prior to the night flow analysis, users of the system will be requested to refrain from using water between 1 am and 3 am on this date. (Night flow analysis will be conducted prior to sprinkler season.)
- c. If the low flow is above the baseline, then flows will continue to be recorded for an additional hour.
- d. If the low flow is more than 2 gpm above the baseline, a leak will be suspected.
 1. All residents will be asked to check their homes for leaks, including running toilets and outdoor spigots. The previous steps will then be repeated in 3 days. If the low flow is still above the baseline, the actions in Steps 2 and 3 below will be taken.
 2. If the leak continues, select portions of the system will be isolated and evaluated by closing valves while monitoring the change in flow as measured by the distribution meter. For example, when one valve is closed, the person in the field operating the valve will then communicate with a second person observing the distribution meter to monitor for a change in the background flow.
 3. No later than two weeks after isolating the leak to a branch of the system, a sub-contractor skilled in acoustic leak detection will be retained and will assist with pinpointing the leak.
- e. Records will be maintained of each night flow analysis, including recorded flows and leak detection results.

Appendix C Notification Process

Public Notification Instructions

Once a final draft of the water conservation plan is agreed upon by the applicant and NHDES, NHDES will send a signature line to the applicant for addition to the plan along with a summary of the requirements of Env-Wq 2101, *Water Conservation* rules. Within 10 working days of receiving the summary from NHDES, the applicant is required to provide a copy of the water conservation plan via certified mail with return receipt requested to the governing board of the municipality in which a proposed source is located, all municipalities that will receive water from the water system (if any), all wholesale customers (if any) and the regional planning commission serving the location of the proposed source. In most cases, only the municipality and the regional planning commission will require notification. All signed copies of the certified mail return receipts (the green cards) must be forwarded to NHDES along with the final, signed water conservation plan.

Additional Attachments

The applicant must provide the governing boards with a summary of the requirements of Env-Wq 2101, which may be found at http://des.nh.gov/organization/divisions/water/dwgb/water_conservation/index.htm, and request that the governing board amend local site planning requirements to reflect the requirements of Env-Wq 2101 or to promote water efficiency.

Notification of Consecutive Water Systems and Privately Owned Redistribution Systems

Within 5 working days of obtaining final approval of the source from NHDES, the system is required to notify any consecutive water system or privately owned redistribution system receiving water from the system, that pursuant to Env-Wq 2101.13, the systems must implement a water conservation plan and should contact the NHDES Water Conservation Program using the contact information below.

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New Hampshire Department of Environmental Services
Drinking Water and Groundwater Bureau
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kelsey.vaughn@des.nh.gov
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